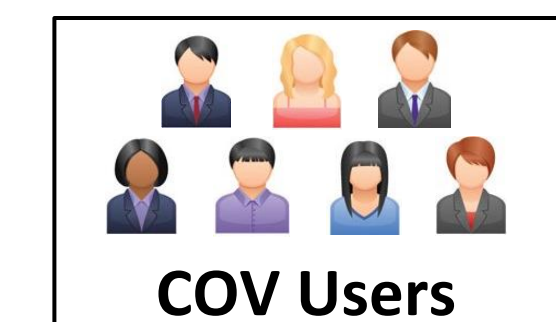




TCP 443 / TCP 80



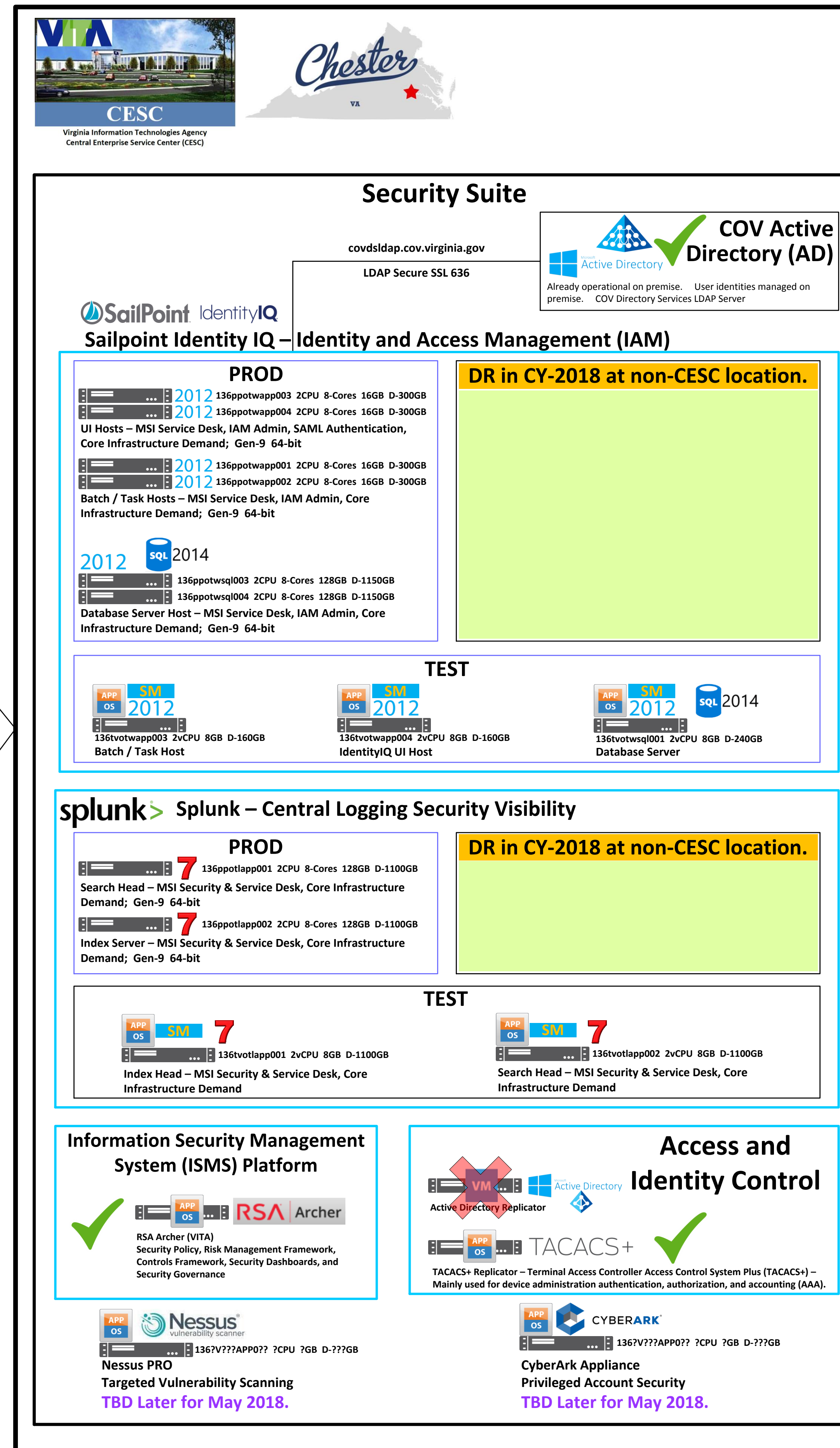
TCP 443 / TCP 80



Alternative Hosting Solution Infrastructure Design will support up to FISMA Moderate Authorization and Accreditation from the U.S. GSA.

VITA Draft Discussion Document // Rev: Mar-9-2018

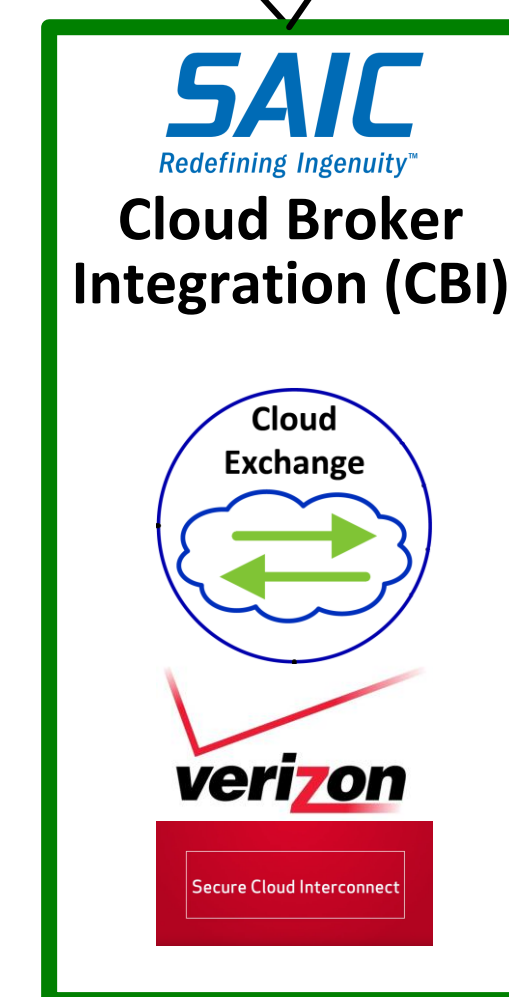
PURPOSE: To depict MSI CESC hosted SMS talking points from a VITA EA perspective at the revision date in time. This fit-for-purpose view is intended for a minimum 11x17 size.



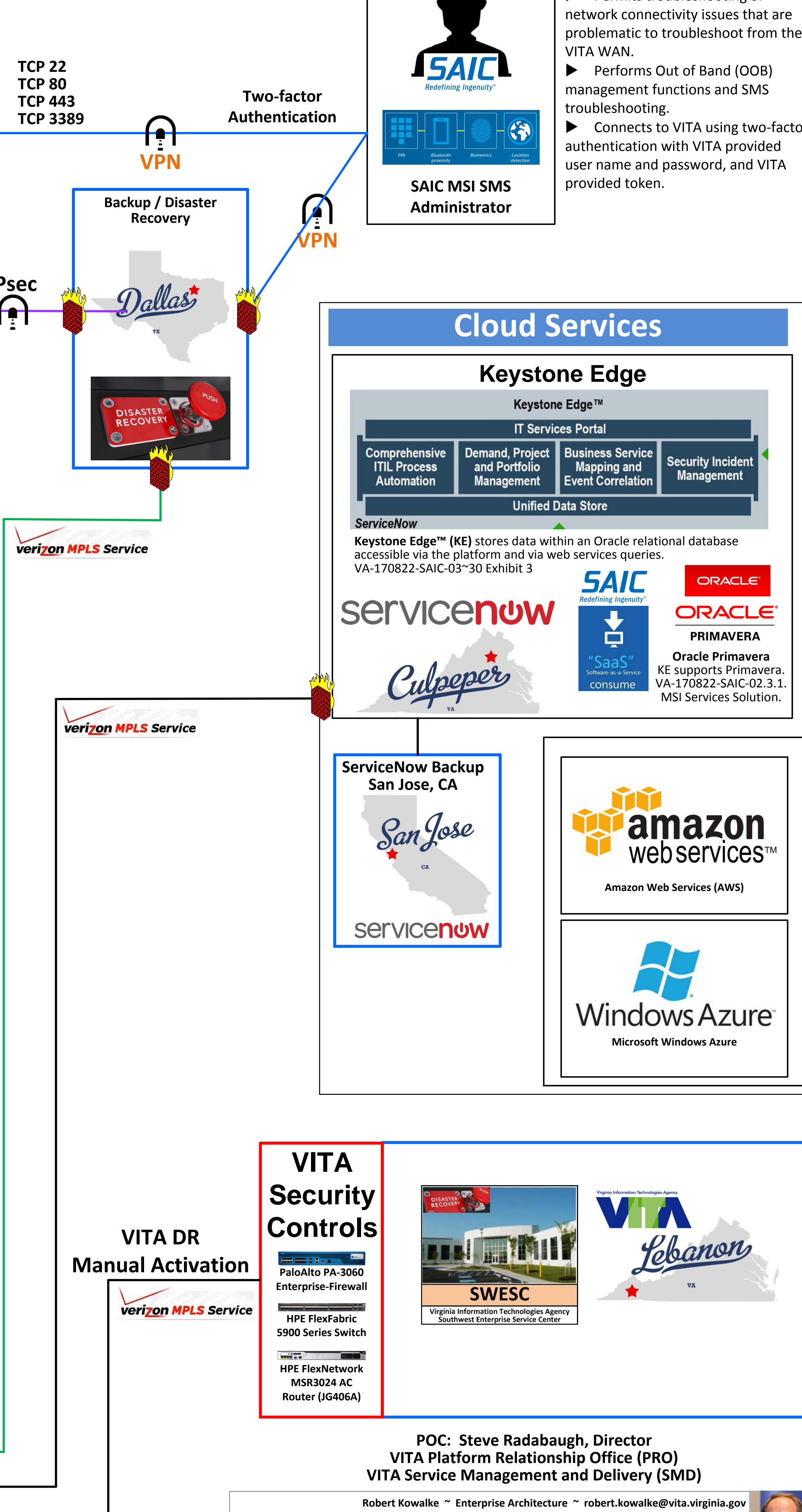
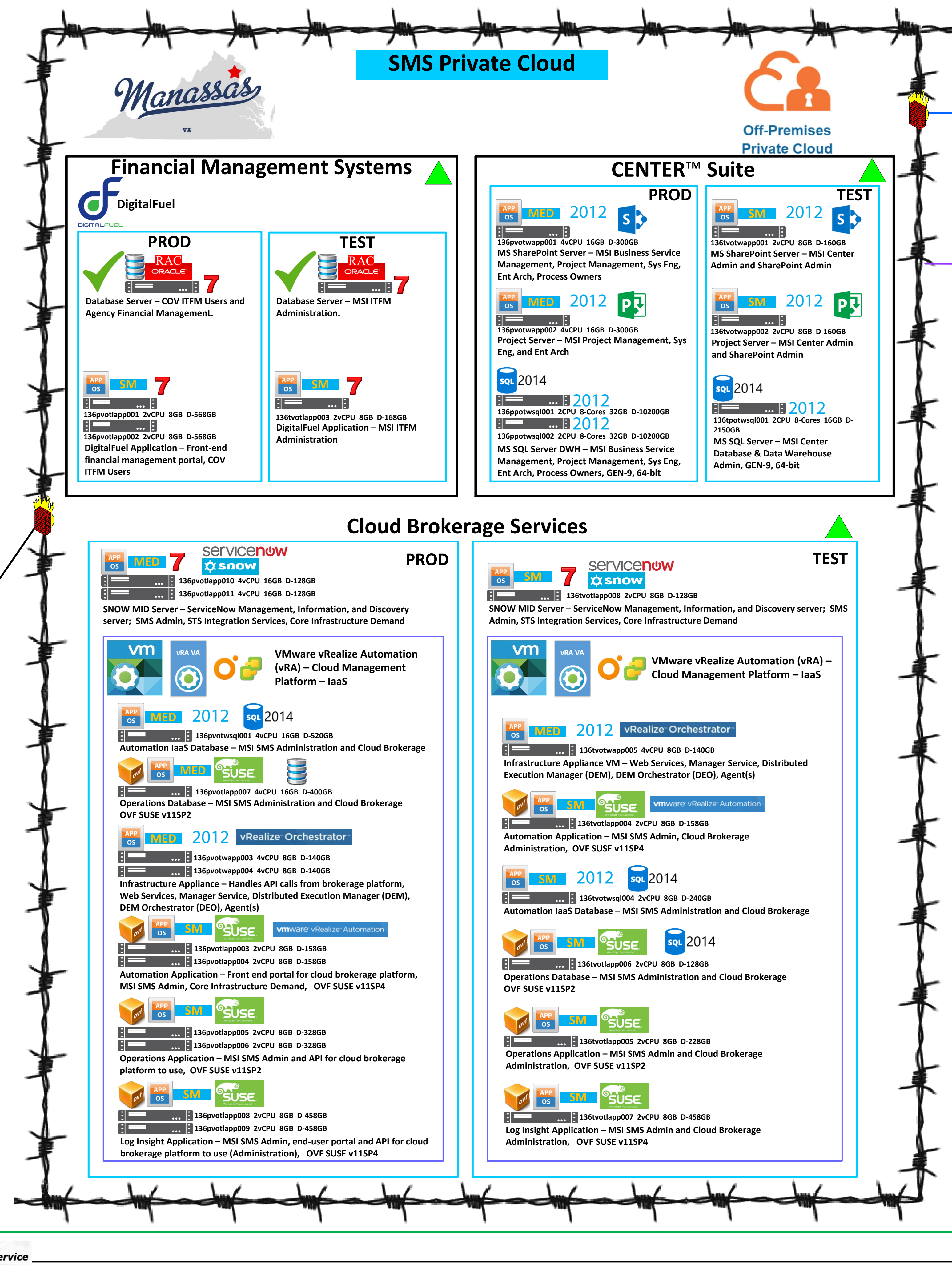
## VITA Security Controls



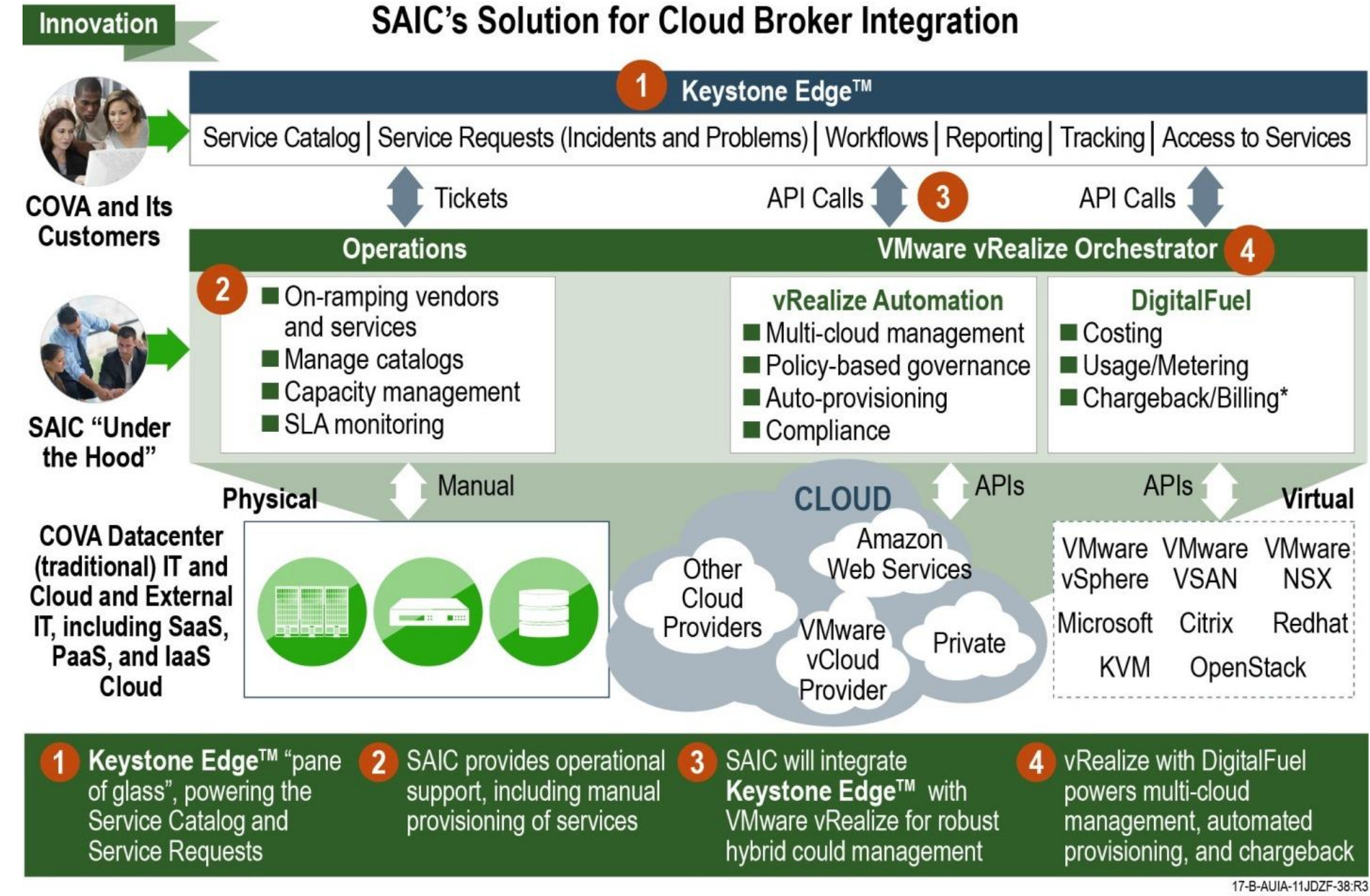
TCP 443  
TCP 49 TACACS+  
TLS v1.2  
SAIC SDP 4.3



TLS v1.2  
SAIC SDP 4.3  
TCP 443  
TCP 49 TACACS+







**SAIC's Cloud Broker Integration (CBI) Solution**  
Cloud broker for SaaS. With the continued evolution of computing practices, integrated hosting decisions must be made, matching requirements with the rapidly evolving capabilities of the available environments, both in the cloud and on premises. SAIC will incorporate Cloud Broker Integration (CBI) into our overall MSI services to reduce redundancy and streamline workflows in measurable and repeatable ways. CBI and MSI integration points are detailed in the above figure. SAIC will provide CBI services to fulfill industry standard (NIST and Gartner) – defined functions: service intermediation, service aggregation, service arbitrage, integration, and customization will provide VITA and the Commonwealth a flexible and adaptable path to cloud computing. Our approach incorporates our leading technology, experienced team, and proven methodologies to facilitate the integration and comprehensive management of multivendor cloud services that provide choice, access to the latest technologies, and cost optimization. SAIC will design and provide a marketplace of choices for cloud services that is centrally managed in Keystone Edge and can easily evolve when offerings and needs change. The marketplace will allow solutions to be indexed and selected by key attributes using rules-based configurations. Where practical, SAIC will provide multiple cloud alternatives while maintaining consistent enterprise standards.

### ServiceNow (SNOW) Management, Information, and Discovery (MID) Server

Dave Bleicher, SAIC Chief Solutions Architect, provided the following response:

The object in this diagram refers to a “ServiceNow Management, Information, and Discovery (MID) Server”. A ServiceNow MID Server is a java application that runs on either windows or UNIX, inside the firewalled environment, to facilitate data communications between other systems inside the firewall with ServiceNow which is hosted in the cloud (outside the firewall). ServiceNow is outside the firewall, and it cannot initiate contact with any of the internal, firewalled systems. The MID Server is placed inside the firewall to perform two primary tasks: 1. The MID Server initiates a communications channel to ServiceNow that listens for requests coming from ServiceNow for status or data from the internal management systems. It then executes defined workflow/scripts to retrieve that data from the internal systems and posts it to ServiceNow. 2. The MID Server also accepts events generated by the internal systems, and via workflow/scripts, converts these into the appropriate message form for posting to ServiceNow.

Documentation for the MID Server is available at: [https://docs.servicenow.com/bundle/istanbul-it-operations-management/page/product/mid-server/concept/c\\_MIDServer.html](https://docs.servicenow.com/bundle/istanbul-it-operations-management/page/product/mid-server/concept/c_MIDServer.html)

An example of our use of the MID Server in the context of our SMS Alternative Hosting Solution, is that it allows ServiceNow to tell our Cloud Management platform (vRealize) that an order has been placed and approved for a cloud resource, and allows vRealize to respond to ServiceNow when the resource has been provisioned, and what the CMDB attributes are of the newly provisioned resource.

### Keystone Edge™ (KE)

VA-170822-SAIC-03 ~ 30 Exhibit 3: Integrated platform for ITSM providing an IT Portal, unified data store, and comprehensive process and workflow automation for all aspects of the Services. Within this platform, SAIC has implemented over 100 customizations to data structures, process relationships, automated workflows, and advanced reporting to provide Customers with IT Service Management. The KE Service Portal (Figure 1.4-2) provides access to all IT services and support from a single, customized, User-centric interface. (VITA: Open Interfaces - Agencies should use technologies that support open interfaces, are persistent, and are non-proprietary whenever possible. (INT-RP-02)).

VA-170822-SAIC-02.3.1 MSI Services Solution Final: Keystone Edge platform within the ServiceNow-managed cloud environment has primary hosting in the ServiceNow Culpepper, VA, data center on high availability (HA) infrastructure. For redundancy, failover, and continuous operations during upgrades, secondary hosting is provided within ServiceNow's San Jose, CA, data center facilities.

### ServiceNow

A Federal cloud-based application development platform providing the building blocks to assemble and deploy solutions to common and complex problems.

### TACACS+

Administrator access to network devices like routers and switches. TACACS+ separates out the Authorization functionality, while RADIUS combines both Authentication and Authorization.

### SMS

Originally proposed by SAIC, the SMS was intended to run in the VITA Commonwealth Enterprise Solutions Center (CESC) in Chester, VA. VITA identified a risk that the incumbent provider may be unable, or unwilling, to host SMS systems and components within the CESC. Hence, the MSI provided a SMS Alternative Hosting Solution.

### Vazata Colocation Facility, Manassas, VA

Managed hosting, cloud computing, and colocation company serving mid-market enterprise and US Fed Gov Agency customers. Manage and operate SSAE 16 Type II, FISMA compliant data centers in North America.

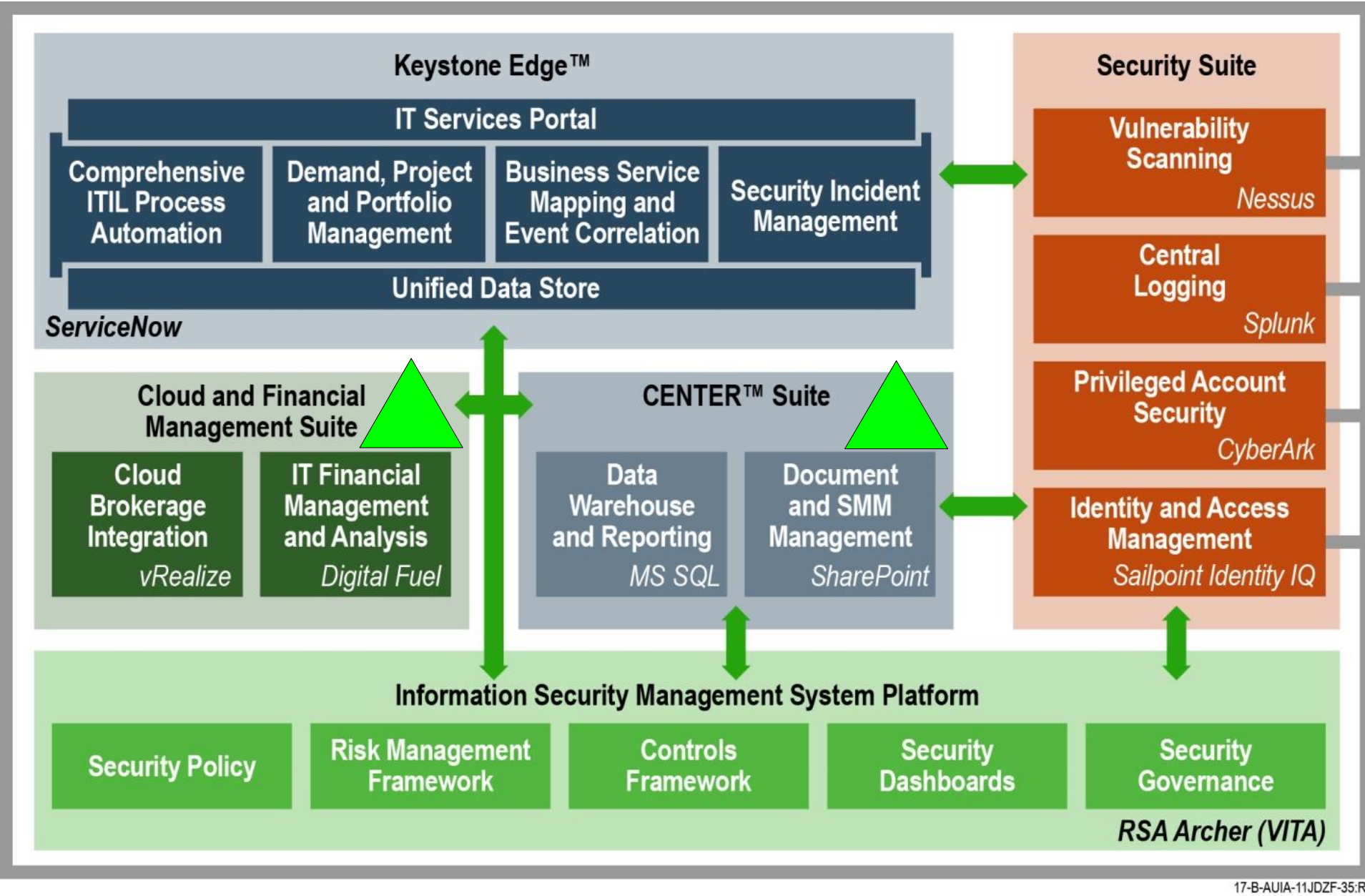
### COV Okta Integrated Windows Authentication (IWA) Web App

Enterprise Identity Management Solution. Federated users sign in with Okta.

Only Okta's Single Sign-on Solution is needed. SSO integrates on-premise Active Directory (AD) with online MS Azure AD. Uses java-based service (LDAP agent) that runs locally on any server.

### CENTER™ Suite

Collaborative Enterprise Navigational Toolset Environment and Repository (CENTER™). CENTER™ provides document management, a document repository, and data warehouse & reporting.



= Alternative Hosting Solution Services.

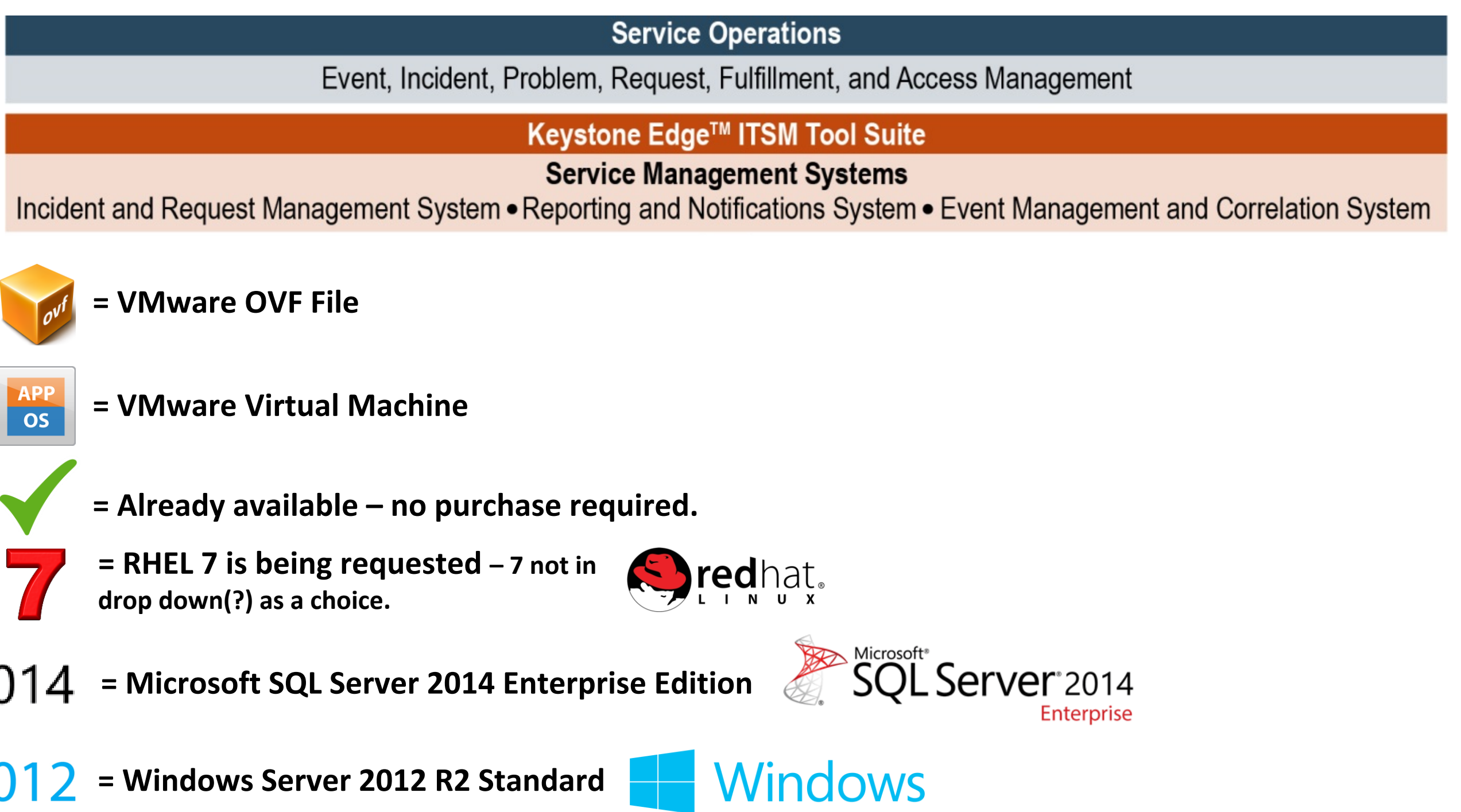
## Cloud Basics

Cloud computing technology allows for on-demand, large scale, rapid deployment and configuration of computing resources. Types of cloud services include:

- Infrastructure as a Service (IaaS) – Hardware Layer
- Platform as a Service (PaaS) – Middleware Layer
- Software as a Service (SaaS) – Application Layer

= **Not** being requested in the first wave of physical server purchases.

= SUSE Enterprise Linux v11SPx



**SM** = Small VM = Generally 2 cores; 8GB Memory  
**MED** = Medium VM = Generally 4 cores; 16GB Memory  
**D** = Dedicated = Physical Server = Varying configurations

\* All storage is Tier 2.